## **GUJARAT TECHNOLOGICAL UNIVERSITY** BE - SEMESTER-VII • EXAMINATION – WINTER 2013

Subject Code: 173401Date: 26-11-20Subject Neuron Total One liter MenonematicDate: 26-11-20			
Subject Name: Total Quality Management Time: 10.30 am - 01.00 pm Instructions: Total Marks: 7			
<ol> <li>Attempt all questions.</li> <li>Make suitable assumptions wherever necessary.</li> <li>Figures to the right indicate full marks.</li> </ol>			
Q.1	(a) (b)	Define- Quality and write a short note on 9 Dimensions of Quality What is ISO 14000? What are the steps involved in getting ISO 14000 certification?	07 07
Q.2	(a) (b)	Explain 14 point of philosophy from Deming for Total Quality Management What are the Seven Tools of Quality Control? Explain concept of cause and effect diagram with example.	07 07
	(b)	<b>OR</b> Write a short note on Prominent Quality Gurus and their contributions towards Total Quality Management Practices.	07
Q.3	(a) (b)	Write a short note on FMEA. Explain concept of Six Sigma with a neat diagram. <b>OR</b>	07 07
Q.3	(a) (b)	Explain why Total Quality Management efforts fail in an Organization? Explain Benchmarking process.	07 07
Q.4	(a)	Explain the concept of Reliability and also suggest the ways to improve Reliability.	07
	<b>(b)</b>	Write a short note on Zero Defect. OR	07
Q.4	(a) (b)	Write a short note on Total Productive Maintenance (TPM). What is Bath Tub Curve? Explain using Diagram	07 07
Q.5	(a) (b)	Explain Juran's Triology. Explain Quality Function Deployment in brief. <b>OR</b>	07 07
Q.5	(a) (b)	-	07 07

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